



Katie M. Brown  
Counsel

Duke Energy  
40 W. Broad Street  
Suite 690  
Greenville, SC 29601

O: 864-370-5296  
F: 864-370-5027

Katie.Brown2@duke-energy.com

October 15, 2021

**VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Executive Director  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210

**Re: Duke Energy Progress, LLC's and Duke Energy Carolinas, LLC's  
Informational Letter Regarding Customer Connect Conversion and Cutover  
Activities**

Dear Ms. Boyd:

The purpose of this letter is to provide the Public Service Commission of South Carolina (the "Commission") with an update regarding Duke Energy Progress, LLC's ("DEP" or the "Company") upcoming implementation of the Customer Connect platform and certain conversion and cutover activities that will cause some interruptions to the Company's current legacy system and some website features. There will also be a pause in enrollments in certain products and services and physical disconnections for nonpayment will be suspended to allow for system stability.

While no action from the Commission is needed at this time as it relates to the conversion and cutover activities, the Company is filing this letter to keep the Commission informed of potential temporary impacts to customers. These impacts are described in more detail below. The Company provided this information to the Office of Regulatory Staff in advance of this filing.

DEP will deploy the Customer Connect platform on Friday, November 5, 2021. While DEP originally planned to deploy Customer Connect on November 1, the new date will prevent implementation from taking place on a Monday morning when DEP typically experiences increased call volume and heightened customer activity. Additionally, to allow for conversion and cutover activities needed to support the implementation of Customer Connect for DEP, there will be a period of approximately 5-7 days (beginning the evening of Friday, October 29, 2021, through early morning Friday, November 5, 2021) where major systems including legacy systems will have

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limited or no availability (the “Cutover Window”). Legacy systems are typically subject to disruption during system conversions of this magnitude. Similarly, many of the website features will have limited availability. During the Cutover Window, customer requests will continue to be captured and performed using contingency processes.

Enrollments in certain products and services were paused beginning on September 14<sup>th</sup> ahead of deployment to allow for system stability. As noted above, these requests from customers will be captured and processed once the new system is available. The impacted services include the following: Automatic Payment Plan, Equal Payment Plan/Budget Billing, Pick Your Due Date, and Paperless Billing. Demand Response and Renewables programs will also be impacted during the Cutover Window through early to mid-November.<sup>1</sup>

Duke Energy Carolinas, LLC’s (“DEC” and, together with DEP, the “Companies”) system will also be impacted by the deployment for DEP because, in order to complete conversion from the legacy system to the new Systems, Applications and Products in Data Processing system (“SAP”), SAP must be taken down to accept the legacy data and to complete testing. As a result, enrollments in Budget Billing, Due Date Extension, Deferred Disconnect Plan, Installment Plan, Paperless Billing, Auto Pay and Auto Draft, and Pick Your Due Date will be suspended for DEC customers during the Cutover Window. DEC has also suspended Prepaid Advantage enrollments beginning approximately four to five weeks ahead of deployment and will resume enrollments on November 5, 2021. Demand Response and Renewables programs for DEC will also be impacted during the Cutover Window through early to mid-November.<sup>2</sup>

Furthermore, to allow for system stability, DEP suspended disconnections for nonpayment beginning on October 1, 2021. On October 29, DEP will temporarily suspend all delinquency processes including collection campaigns and will temporarily suspend assessing and printing Late Payment Charges (“LPCs”) on bills. On January 1, 2022, DEP will resume billing LPCs and printing disconnect notices on bills, and all disconnect notice campaigns will resume. On February 1, 2022, disconnections for non-payment will resume for DEP customers. Additionally, DEP began suspending meter exchanges beginning on September 30, 2021 through November 8, 2021, with the exception of meters that are required to be exchanged due to safety reasons or to provide service to a customer without power.

Similarly, because SAP will be down, DEC suspended disconnections for nonpayment and began temporarily suspending all delinquency processes, including collection campaigns, on October 8, 2021. On October 29, 2021, DEC will temporarily suspend assessing and printing LPCs on bills. On November 5, 2021, DEC will resume all disconnect notice campaigns, billing

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<sup>1</sup> DEP’s impacted Demand Response and Renewables programs include: EnergyWise Home, EnergyWise for Business, Green Source Advantage, South Carolina Shared Solar, and South Carolina Solar Rebates.

<sup>2</sup> DEC’s impacted Demand Response and Renewables programs include: Power Manager, Power Share, Green Source Advantage, South Carolina Shared Solar, and South Carolina Solar Rebates.

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LPCs, and printing disconnect notices on bills. The resumption of these activities will be conditioned on system and operational stabilization in order to reduce additional disruptions. Meter exchanges for DEC will not be impacted by the conversion activities.

While Customer Connect will provide customers with more options and a better experience, the Companies acknowledge the transition may cause a temporary disruption for some customers. The Companies have a robust communication plan to ensure customers have relevant and tailored information in a timely manner. The Companies are prepared for the transition and have contingencies in place to mitigate the impacts to customers during the transition.

Sincerely,

A handwritten signature in blue ink that reads "Katie M Brown". The signature is written in a cursive, flowing style.

Katie M. Brown

cc: Andrew Bateman, Office of Regulatory Staff  
Carri Grube Lybarker, SC Department of Consumer Affairs  
Roger Hall, SC Department of Consumer Affairs